



# U.S. ARMY GARRISON HAWAII

Installation Management Command | We are the Army's Home

## Personal Property Preparing Office (PPPO)

*(Outbound HHG-Household Goods, UB-Unaccompanied Baggage, NTS-Non-Temporary Storage)*

This info is to assist getting out the word, and work towards alleviating tensions/frustrations being encountered when visiting or contacting our office, along with crucial information below:

All members needing shipment or storage, 1st priority is obtain ORDERS; services cannot be provided without orders.

We understand, that many of you may have received orders short-fuse; and may have housing, schooling, job, or lease issues etc.... As a Personal Property Preparing Office (PPPO), we have NO control over closed-out dates with the island moving industry. We prepare or validate & UP-LOAD your documents only – such as DD1299 Application for shipment and/or storage of personal property (keyword: APPLICATION, i.e. REQUEST); and input specific codes. We're here to provide/assist you the best service we can, as a preparing office, within our controls (current staffing, current hours).

Due to circumstances beyond our control, we are limited on available appointment slots (often booked weeks out) for every type of service, to include completing the required validations for those that performed DPS Self-Counseling, quite often forcing a switch to 'BRIEFING ONLY' or 'APPT ONLY' – NO Walk-ins, or very limited. And, when we have walk-ins they are directed to be based on DA Priority listing, giving walk-in slots to priority status – note: All Routine PCS assignments are last priority -must complete Self-Counseling, and must accept a group validation slot-peak directive.

Take in consideration that we are on an island, and JPPSO-Hawaii (the agency that books actual shipment requests & TSP/movers) also handles ALL inbound & outbound to ALL branches of services, DoD Civilians, etc. on the island. The island only has so many movers, trucks, warehouses, etc. Any and all issues or concerns with movers can be directed to JPPSO - **Quality Assurance @ 808-473-7775**.

The government is faced with the island moving industry capacity/limitations, currently at a **3-WEEK** close-out (previously as high as 6+-WEEK close-out & expected to be there again very soon during PEAK). This is a forced closed-out window by JPPSO-Hawaii; and this changes **daily**. NO requests can be submitted within the close-out period.

*Please NO calls directly to JPPSO-HI, they book based on the calendar & closed-out dates the TSP (Transportation Service Providers) provide; this office and JPPSO-HI, as the booking office, cannot guarantee a date change, however once you are booked/assigned a TSP – YOU can potentially arrange a date change with that TSP, usually due to something that became open that the TSP is directly aware of – to make happen for you. (TSP, NOT Local Agent/mover).*

**H T T P S : / / H O M E . A R M Y . M I L / H A W A I I**



# U.S. ARMY GARRISON HAWAII

Installation Management Command | We are the Army's Home

During PEAK, with high volume of HHG moves; customers advised of other options to consider instead of small UB shipment requests: **Consolidate – do only HHG**, or request PPM for UB items. NOTE: *UB out of HI to CONUS is shipped Code 7, if picked up within a week of HHGs, it tends to arrive same time; and, any other elected code to ship the UB requires government ITO authorization & justification due to excess costs to government; also, you can/should segregate a room/space for 'UB' items and ask movers to pack separately to designate those items for immediate release at destination (referred to as partial release). **TSP's can & do refuse UB requests during Peak to CONUS locations!***

PCS is last priority & must (a) complete DPS SC, (b) accept 1st available DPS SC-group briefing slot & (c) be sure to make that required validation briefing; do not miss as 'no-shows' are potentially reported to commanders. Threat-to-life, Bluebark (loss of soldier) are top priorities – seen 1st; next is Retirements and ETS/Separations – seen next for 1-on-1 counseling appointments (after partial Self-counseling completion online). *DA Priority listing outside & inside entrance wall.*

*Other offices/agencies; to include DHR, CWT (Carlson Wagonlit Travel/SATO), Housing; are made aware of PEAK season; those agencies have to make adjustments to: flights, housing clearing dates, amendments to leave/AVAL dates and even adjust report dates on orders. Many soldiers choose a back-up plan option of assigning a POA (Power-of-Attorney), and many units or commands step in to assist (find or appoint someone from the unit, if necessary), for POA agents, to be available for soldier's eventual pack date(s). **Please also know that you are NOT the only member in this situation!***

*Listed below are numbers provided with any other issues or concerns that are beyond our control.*

- \* SA-Tech Transportation PPPO Supervisor Victoria Tuggle Togafau (808) 656-1290, [victoria.r.togafau.ctr@mail.mil](mailto:victoria.r.togafau.ctr@mail.mil)
- \* SA-Tech Transportation Manager Michelle Pulawa (808) 656-0290
- \* LRC Transportation Officer, Raul Ortiz: (808) 656-4963

## **Routine PCS (Hawaii to CONUS)**

Go to 'move.mil' ([www.move.mil](http://www.move.mil)) & create account (or re-set account, or contact DPS HelpDesk) complete the required DPS Self-Counseling (at a home computer, library, or possibly 1 of our available computers \* 1<sup>st</sup>-come/1<sup>st</sup>-serve \*) (note: unfortunately our computers take longer for you to login as a new user, are NOT always working, and experience repeat technical issues)

- a. Obtain a slot in **DPS Group-Validation-Counseling only at Schofield**. Group counseling briefing goes over what you entered in DPS for your shipment **request**, allows you to provide orders, signature & initials –as required- on all required paperwork, allowing us to validate, enter required codes, properly upload your signed documents/request & submit to the booking office.

***(When we have walk-in slots at SB they are NOT available for Routine PCS during PEAK)***



# U.S. ARMY GARRISON HAWAII

Installation Management Command | We are the Army's Home

## **OCONUS PCS** (Hawaii to OCONUS)

Go to 'move.mil' ([www.move.mil](http://www.move.mil)) & create account (or re-set account, or contact DPS HelpDesk) complete **partial** DPS Self-Counseling\* (**completing DPS Self-counseling prior = shorter appt time**)

Obtain a scheduled **1-on-1 counseling appointment**, for next available time/date at

Schofield –or- Fort Shafter. *The 1-on-1 counseling goes over what you entered in DPS for your shipment or storage **request(s)**, **including required detailed OCONUS country instructions/restrictions**, allows you to provide your orders, signature & initials –as required- on all required paperwork, allowing us to validate, enter required codes, properly upload your signed documents/request & submit to booking office.*

**LIMITED: Try for walk-in slot (1<sup>st</sup>-come, 1st-serve) at SB-PPPO, Mon-Tue/Thu-Fri @ 0730.**

## **SEPARATEE's** (Final move to HOR (Home of Record) or PLEAD – US Locations)(Auth 180days only)

Go to 'move.mil' ([www.move.mil](http://www.move.mil)) & create account (or re-set account, or contact DPS HelpDesk) complete **partial** DPS Self-Counseling\* (**completing DPS Self-counseling prior = shorter appt time**)

Obtain a slot in weekly **ETS/Sep Group-Counseling only at Schofield**. Group counseling briefing goes over what you entered in DPS for your shipment or storage **request(s)**, allows you to provide your orders, signature & initials –as required- on all required paperwork, allowing us to validate, enter required codes, properly upload your signed documents/request & submit to booking office.

## **RETIREE's** (Final move to HOS- HOME of SELECTION – US Locations)

(Includes Disability/Separation with over 8yrs continuous service w/severance/separation pay; authorized 1year)

- ♦ Go to 'move.mil' ([www.move.mil](http://www.move.mil)) & create account (or re-set account, or contact DPS HelpDesk)
- ♦ complete **partial** DPS Self-Counseling\* (**completing DPS Self-counseling prior = shorter appt time**)

a. Obtain a scheduled **1-on-1 counseling appointment**, for next available time/date at Schofield –or- Fort Shafter. *The 1-on-1 counseling goes over what you entered in DPS for your shipment or storage **request(s)**, **including required RET entitlement counseling**, allows you to provide your orders, signature & initials –as required- on all required paperwork, allowing us to validate, enter required codes, properly upload your signed documents/request & submit to booking office.*

**b. LIMITED: Try for walk-in slot (1<sup>st</sup>-come, 1st-serve) at SB-PPPO, Mon-Tue/Thu-Fri @ 0730.**

Rev 15 Jan 2020